

Amendment #1
Issued on: March 11, 2016

RFP-MQD-2016-003
Dental Third Party Administrator (TPA) Services for the State of Hawaii Medicaid Population

#	RFP Section #	RFP Language	Amendment
1	20.710	None	Added: Section 20.710 Suspension and Debarment Pursuant to Office of Management and Budget (OMB) 2 CFR Section 180, no award of the contract under this RFP shall be made if the Offeror, its subcontractors, and its principals have been suspended or debarred, disqualified or otherwise excluded from participating in this procurement.
2	30.620 , Pg. 31 #1 Children's Dental Services	Bullet #3 reads: Topical fluoride or fluoride varnish up to age 6	Bullet #3 amended to read: Topical fluoride or fluoride varnish up to age 6
3	30.700, Last paragraph Medical Services Related to Dental Needs	Sentence reads: In cases of disputes regarding coverage, the Medicaid dental provider, Contractor, and/or the health plans may consult with the MQD Medical Director to assist in defining and clarifying the respective plan's responsibilities.	Sentence amended to read: In cases of disputes regarding coverage, the Medicaid dental provider, Contractor, and/or the health plans may consult with the MQD Medical Director <u>designated staff</u> to assist in defining and clarifying the respective plan's responsibilities.

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4	30.800, Last paragraph Out-of-State Coverage	Sentences read: Treatment on the mainland will be prior authorized by the MQD Medical Director. The Contractor shall not be responsible for coordination of out-of-state services. If requests are submitted to the Contractor for out-of-state service the Contractor shall refer the dental provider to the MQD Medical Director staff.	Sentences are amended to read: Treatment on the mainland will be prior authorized by the MQD Medical Director <u>designated staff</u> . The Contractor shall not be responsible for coordination of out-of-state services. If requests are submitted to the Contractor for out-of-state service the Contractor shall refer the dental provider to the MQD Medical Director <u>designated staff</u> .
5	40.620, Section A, Last paragraph Care Coordination	Sentence #1 reads: It is the responsibility of the Contractor to maintain a place of business in the State of Hawaii where the eligible beneficiaries may receive face-to-face contact, (at a minimum a location in central Oahu) pick-up written information, transportation vouchers, etc.	Sentence #1 amended to read: It is the responsibility of the Contractor to maintain a place of business in the State of Hawaii <u>on Oahu</u> where the eligible beneficiaries may receive face-to-face contact, (at a minimum a location in central Oahu) pick-up written information, transportation vouchers, etc.
6	40.620, Section A Last paragraph Care Coordination	Sentence #2 reads: If the patient/family is unable to pick up the material at the Contractor's place of business in the State of Hawaii, the Contractor shall send the information via mail, fax, etc.	Sentence #2 amended to read: If the patient/family is unable to pick up the material at the Contractor's place of business in the State of Hawaii <u>on Oahu</u> , the Contractor shall send the information via mail, fax, etc.

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7	40.625, First paragraph Prior Authorization	Sentence #2 reads: The MQD Medical Director will update and approve the PA requirements as necessary.	Sentence #2 amended to read: The MQD Medical Director <u>designated staff</u> will update and approve the PA requirements as necessary.
8	40.660, Third paragraph Quality Assurance / Fraud and Abuse	Bullet #4 reads: How beneficiary and provider are determined and reported to MQD.	Bullet #4 amended to read: How beneficiary and provider <u>fraud and abuse cases</u> are determined and reported to MQD.
9	40.660, Fourth paragraph Quality Assurance / Fraud and Abuse	Bullet #4 reads: Notify the MQD Medical Director immediately of any major problems or errors.	Bullet #4 amended to read: Notify the MQD Medical Director <u>designated staff</u> immediately of any major problems or errors.
10	41.320, First paragraph Dental Director	Sentence #1 reads: Contractor shall have on staff a full-time Dental Director based in the State of Hawaii to oversee the quality of dental care furnished and to ensure that dental care is provided by qualified dental personnel.	Sentence #1 amended to read: Contractor shall have on staff a full-time <u>minimum of 0.5 Full Time Equivalent (FTE)</u> Dental Director based in the State of Hawaii to oversee the quality of dental care furnished and to ensure that dental care is provided by qualified dental personnel.

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11	41.320, First paragraph Dental Director	Sentence #3 reads: The Dental Director shall work closely with the MQD Medical Director and participate in any committees relating to Hawaii Medicaid Program when requested by DHS.	Sentence #3 amended to read: The Dental Director shall work closely with the MQD Medical Director <u>designated staff</u> and participate in any committees relating to Hawaii Medicaid Program when requested by DHS.
12	41.320, Second paragraph Dental Director	Sentence #2 reads: Given appropriate guidelines from the state Medicaid office, the Medical Director will help determine which dental services are covered benefits	Sentence #2 amended to read: Given appropriate guidelines from the state Medicaid office, the Medical Director <u>MQD designated staff</u> will help determine which dental services are covered benefits.
13	41.330 Other Key Personnel	None	Added number 4. Sentence reads: <u>Claim Processing Manager, based on Oahu, to address claims issues during Hawaii business hours.</u>
14	41.330 Other Key Personnel	Bullet #1 reads: MQD shall have the absolute right to approve or disapprove Contractor's and any subcontractor's	Bullet #1 amended to read: MQD shall have the absolute right to approve or disapprove Contractor's and any

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		assigned Project Manager and Dental Director, to disapprove or approve any proposed changes in this personnel, or require the removal or reassignment of any personnel found by MQD to be unwilling or unable to perform under the terms of the contract.	subcontractor's assigned Project Manager and Dental Director, <u>Claims Processing Manager, and Computer Analysis and Programmers</u> to disapprove or approve any proposed changes in this personnel, or require the removal or reassignment of any personnel found by MQD to be unwilling or unable to perform under the terms of the contract.
15	41.330 Other Key Personnel	Bullet #2 reads: The Contractor shall provide MQD with a resume of Project Manager, Dental Director, Care Coordination Manager, and Computer Analysis and Programmers.	Bullet #2 amended to read: The Contractor shall provide MQD with a resume of Project Manager, Dental Director, Care Coordination Manager, <u>Claim Processing Manager</u> and Computer Analysis and Programmers.
16	41.500 Readiness Review	Bullet #8 reads: Policies and Procedures for Claim Processing;	Bullet #8 amended to read: Policies and Procedures for Claim Processing <u>and claim resolution</u> ;
17	50.620 Litigation	Sentence #1 reads: The Offeror shall disclose any pending litigation both in and out of the State of Hawaii to which they are a party, including the disclosure of any	Sentence #1 amended to read: The Offeror shall disclose any <u>past and</u> pending litigation (within ten (10) years) both in and out of the State of Hawaii to which they

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		outstanding judgment. If applicable, please explain.	are <u>to which the company is</u> a party, including the disclosure of any outstanding judgment. If applicable, please explain.
18	60.610, Thirteenth bullet Background of the Company	Bullet #13 reads: Disclosure of any pending litigation both in and out of the State of Hawaii to which they are a party, including the disclosure of any outstanding judgement;	Bullet deleted: Disclosure of any pending litigation both in and out of the State of Hawaii to which they are a party, including the disclosure of any outstanding judgement;
19	60.610, Sixteenth bullet Background of the Company	Bullet #16 reads: Disclosure of any pending litigation both in and out of the State of Hawaii for which the company is a party, including the disclosure of any outstanding judgement, if applicable, please explain.	Bullet #16 amended to read: Disclosure of any <u>past and</u> pending litigation (<u>within ten (10) years</u>) both in and out of the State of Hawaii for which the company is a party, including the disclosure of any outstanding judgement, if applicable, please explain.

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20	60.720, First paragraph Staffing	Bullets read: <ul style="list-style-type: none"> • Project Manager • Dental Director • Care Coordination Manager • Computer Analysts and Programmers 	Bullets amended to read: <ul style="list-style-type: none"> • Project Manager • Dental Director • Care Coordination Manager • Computer Analysts and Programmers • <u>Claims Processing Manager</u>
21	60.720, Third paragraph Staffing	Sentence reads: The resumes of key personnel proposed shall include, if applicable:	Sentence amended to read: The resumes of <u>all</u> key personnel proposed shall include, if applicable:
22	60.720, Third paragraph Staffing	Bullets read: <ul style="list-style-type: none"> • Experience in dental claims management; • Length of time with the Offeror or related organization; • Length of time in the web application on-line claims management industry; • Previous relevant experiences; • Relevant education and training; • Names, position titles and phone numbers of references who can provide 	Bullets amended read: <ul style="list-style-type: none"> • Experience in dental claims management; • Length of time with the Offeror or related organization; • <u>Experience in dental claims processing;</u> • Length of time in the web application on-line claims management industry; • Previous relevant experiences; • Relevant education and training;

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		<p>information on the individual's experience and competence; and</p> <ul style="list-style-type: none"> • Other relevant experience. 	<ul style="list-style-type: none"> • Names, position titles and phone numbers of references who can provide information on the individual's experience and competence; and • Other relevant experience.
23	<p>61.100, Second paragraph</p> <p>Claims Processing Capabilities</p>	<p>Sentence reads: The claims processing function and its key personnel shall be located in the State of Hawaii.</p>	<p>Sentence amended to read: The claims processing function and its key personnel shall be located in the State of Hawaii. <u>Certain components of the claims processing function and Claims Processing Manager shall be located on Oahu. Functions that occur on Oahu include but are not limited to claims resolution and processing of prior authorization. The Claims Processing Manager shall be capable to address all claims issues.</u></p>
24	<p>70.210, Fourth paragraph</p> <p>Total Proposed Price</p>	<p>Bullet #2 reads: The firm fixed price all tasks associated with the On-going phase. The charge for the Care Coordination component shall be provided as a separate price in the On-going Phase.</p>	<p>Bullet #2 amended to read: The firm fixed price for all tasks associated with the On-going phase. The charge for the Care Coordination component shall be provided as a separate price in the On-going Phase.</p>

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#	RFP Section #	RFP Language	Amendment
25	80.540, Sixth bullet Organization and Staffing (15 points possible)	Bullet #6 reads: Quality of reference of key personnel;	Bullet #6 amended to read: Quality of reference of <u>all</u> key personnel;
26	80.540, Seventh bullet Organization and Staffing (15 points possible)	Bullet #7 reads: Offeror has a place of business in the State of Hawaii;	Bullet #7 amended to read: Offeror has a place of business in the State of Hawaii <u>on Oahu</u> ;
27	80.555, Fourth bullet Claims Processing Capabilities (20 points possible)	Bullet #4 reads: Description of claim processing function and its key personnel located in the State of Hawaii; and	Bullet #4 amended to read: Description of claim processing function and its key personnel <u>Claims Processing Manager</u> located in the State of Hawaii <u>on Oahu</u> ; and
28	Appendix C, Pg. 8, First paragraph Disclosure Statement	Sentence reads: DHS is concerned with monitoring the existence of third party transactions in order to determine if any significant conflicts of interest exist in the applicant's ability to meet Behavioral Health objectives.	Sentence amended to read: DHS is concerned with monitoring the existence of third party transactions in order to determine if any significant conflicts of interest exist in the applicant's ability to meet Behavioral Health <u>Dental TPA</u> objectives. See attachment: Appendix C_Proposal

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#	RFP Section #	RFP Language	Amendment
			Forms.docx
29	Appendix C , Pg. 10 Disclosure Statement	Sentence reads: In addition, knowingly and willfully failing to fully and accurately disclose the information requested may result in denial of a request to participate in Ombudsman Services.	Sentence amended to read: In addition, knowingly and willfully failing to fully and accurately disclose the information requested may result in denial of a request to participate in Ombudsman <u>Dental TPA Services.</u> See attachment: Appendix C_Proposal Forms.docx
30	Appendix C Annual Disclosure of Ownership (ADO)	Item #20 reads: If you keep medical records on an electronic database, you hereby certify by your initials in the space provided that electronic records are confidential and patient privacy is protected. Every health care provider or organization, regardless of size, who creates or maintains individual protected health information in any form (written, oral, or electronic) for the purpose of treatment, payment, or operation is a covered entity and must comply with HIPAA Privacy and Security Rules.	Item #20 amended to read: <u>Indicate which number you will be using for reporting monies to you from Medicaid for 1099 purposes.</u> See attachment: Appendix C_Proposal Forms.docx

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#	RFP Section #	RFP Language	Amendment
		Initials _____	
31	Appendix C Annual Disclosure of Ownership (ADO)	Item #21 reads: Contact Information - This information is used only for questions regarding the information on this form. Contact Name: Contact Telephone: E-mail address:	Item #21 amended to read: <u>If you keep medical records on an electronic database, you hereby certify by your initials in the space provided that electronic records are confidential and patient privacy is protected. Every health care provider or organization, regardless of size, who creates or maintains individual protected health information in any form (written, oral, or electronic) for the purpose of treatment, payment, or operation is a covered entity and must comply with HIPAA Privacy and Security Rules.</u> <u>Initials _____</u> See attachment: Appendix C_Proposal Forms.docx
32	Appendix C Annual Disclosure of Ownership (ADO)	Item #22 reads: I certify that all the Information I have provided on this DHS, Med-QUEST Division Annual Disclosure of Ownership Form is accurate. Failure to	Item #22 amended to read: <u>Contact Information - This information is used only for questions regarding the information on this form.</u>

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		<p>provide accurate information could result in termination from the Medicaid program.</p> <p>Signature Date Signed:</p> <p>Printed Name:</p> <p>Title:</p>	<p><u>Contact Name:</u> <u>Contact Telephone:</u></p> <p><u>E-mail address:</u></p> <p>See attachment: Appendix C_Proposal Forms.docx</p>
33	Appendix C Annual Disclosure of Ownership (ADO)	<p>Item #23 reads: For Internal Use Only:</p> <p>Signature Date Signed:</p> <p>Printed Name:</p> <p>Title:</p>	<p>Item #23 amended to read: <u>I certify that all the Information I have provided on this DHS, Med-QUEST Division Annual Disclosure of Ownership Form is accurate. Failure to provide accurate information could result in termination from the Medicaid program.</u></p> <p><u>Signature</u> <u>Date Signed:</u></p> <p><u>Printed Name:</u></p> <p><u>Title:</u></p> <p>See attachment: Appendix C_Proposal Forms.docx</p>

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34	Appendix C Annual Disclosure of Ownership (ADO)	None	New item #24 reads: <u>For Internal Use Only:</u> <u>Signature Date Signed:</u> <u>Printed Name:</u> <u>Title:</u> See attachment: Appendix C_Proposal Forms.docx